

Lost, Stolen, Mutilated or Damaged Passports

If your passport has been lost, stolen, or mutilated, and you are NOT traveling immediately, the U.S. Consulate General will accept your application for a new passport by **appointment only**.

You must make an [online appointment](#) for this service.

For minors under age 16, see [this website page](#).

At your appointment, please submit:

1. **Current passport** (if damaged or mutilated);
2. **Complete online and submit Form DS-11** available using the [online passport wizard](#). Be sure to answer all questions accurately as any mistakes may result in a delay. Check that you are using the [correct form here](#) (PDF-192 kb). Print one-sided pages only.** **DO NOT SIGN**.
3. **Photo: one current U.S. standard size passport photograph** for biometric passports. Photos must have a white background. Do NOT staple or paperclip photo to application.
4. **Social Security number:** If the applicant does not currently have an SSN and does not wish to obtain an SSN, then he/she should fill in the passport application SSN box # 5 with zeros.
5. **Payment:** credit card or cash (dollars or euros) to pay the passport fee of \$135 or 115 Euros.
6. **Return envelope requirements:** One self-addressed [Chronopost envelope](#) for the return of passport. Please write down the tracking number for your records (one envelope can contain up to 8 passports).

**We require that all applications be filled out online and printed before the appointment. Hand-written applications could cause delays in application processing.

Once we receive the complete passport application, it takes approximately 10 to 14 days for you to receive your new passport.

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